

INDIRECT EXPOSURE TO TRAUMATIC MATERIALS: EXPERIENCES OF CLAIMS WORKERS IN THE SHORT-TERM INSURANCE INDUSTRY

ABSTRACT

The study focused on claims workers in the short-term insurance industry and on whether their working conditions, such as dealing with traumatised clients and traumatic materials, are affecting them adversely. Equivalent attention fell on underwriting clerks, the comparison group, to ascertain whether they differ significantly from claims workers along the dimensions of compassion satisfaction, burnout, secondary traumatic stress as well as self-esteem and optimism/pessimism. These constructs were measured by the ProQOL-RIII - , the Mehrabian MSE – and MOP Scales, after which the scores were analysed. These scores were then compared across the two groups and also in terms of mode of interaction, using parametric statistical procedures. Although no significant differences were found between the two study groups, interesting interaction effects and other findings were nevertheless revealed that shed valuable light on these groups of workers.